

E-01345A-05-0816

ORIGINAL



0000050699

ARIZONA CORPORATION COMMISS  
UTILITY COMPLAINT FORM

4700

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2006 - 52145

Date: 5/19/2006

Complaint Description:      08A Rate Case Items - Opposed

First:

Last:

Complaint By:      **James**

**McAuliffe**

Account Name:      James McAuliffe

Home: [REDACTED]

Street:      [REDACTED]

Work: (000) 000-0000

City:      [REDACTED]

CBR: [REDACTED]

State:

AZ

Zip: [REDACTED]

is: Cellular

Utility Company:      **Arizona Public Service Company**

Division:      Electric

Contact Name:      [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer has been on the "demand advantage rate" for several years. He received notification that within the APS rate application the company is requesting that this rate be eliminated. Customer is opposed to the elimination of this rate.

Is there any similar plan that this consumer would be almost equal to what he has now?

\*End of Complaint\*

Utilities' Response:

5/24/06

Hi Carmen,

I spoke with Mr. McAuliffe on Monday, 05/22/06 and explained that we are asking the ACC for approval to eliminate this rate. No decision has been made yet and it will be heard in front of the Commission in October. He said he wanted it noted really likes EC-1 (Demand Advantage Rate) and does not want it eliminated. I thanked him for his feedback.

Thanks,  
Angela

\*End of Response\*

Investigator's Comments and Disposition:

5/19/06 e-mailed to APS

\*\*\*\*\*

5/24/06 Response received from APS, I left a voicemail for customer stating that this opinion would be filed in the APS rate case. Closed

Filed in docket no. E-01345A-05-0816

\*End of Comments\*

RECEIVED  
2006 MAY 24 P 3:27  
AZ CORP COMMISSION  
DOCUMENT CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

Date Completed: 5/24/2006

Opinion No. 2006 - 52145

---

E-01345A-05-0816

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Deb Reagan

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2006 - 52277

**Date:** 5/23/2006

**Complaint Description:**      08A Rate Case Items - Opposed

**First:**

**Last:**

**Complaint By:**

**Don**

**Haney**

**Account Name:**

Don Haney

**Home:** (000) 000-0000

**Street:**

[REDACTED]

**Work:**

**City:**

Phoenix

**CBR:**

**State:**

AZ

**Zip:** 85029

**is:**

**Utility Company.**

**Arizona Public Service Company**

**Division:**

Electric

**Contact Name:**

For assignment

**Contact Phone:** (602) 000-0000

**Nature of Complaint:**

\*\*\*\*\*E-01345A-05-0816\*\*\*\*\*

Customer sent the following e-mail to the Commission -

I have been notified by APS that they are asking you to do away with their "classic rate" in the rate schedule. This is probably their cheapest rate, and the one that I am on. I have been on it for several years. If they are allowed to discontinue this rate I will be required to go to a higher rate. Along with the overall increase in rates that have been granted and more requested, I am getting hit with the double whammy! This is rough on senior citizens on fixed income, which includes me. I don't mind paying my fair share, but this is a bit much. Thanks for listening.

Don Haney

[REDACTED]  
Phoenix AZ 85029

\*End of Complaint\*

**Utilities' Response:**

**Investigator's Comments and Disposition:**

Customer comments entered for the record and with the Docket in this matter. Responded to customer with the following e-mail -

Mr. Haney -

Thank you for your recent e-mail to the AZ Corporation Commission. It has been assigned to me for a response. I am a Consumer Analyst in the Utilities Division.

Your e-mail regarding the Arizona Public Service rate case will be placed on file with the Docket Control Center

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

---

of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Company application.

The concerns raised in letters and e-mails received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. If you should have any questions relating to this issue, please call me at [REDACTED]

Deb Reagan  
Utilities Division  
AZ Corporation Commission  
\*End of Comments\*

**Date Completed: 5/23/2006**

**Opinion No. 2006 - 52277**

---

**SECRET**